



Introducing a **New**

PROCESSING SYSTEM

The U.S. Embassy and Consulates in India are introducing a new visa processing system.

New website for visa applications

www.ustraveldocs.com/in

New email for visa-related questions

support-india@ustraveldocs.com

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Easy Steps to Applying for a U.S. Visa

1. Go to www.ustraveldocs.com/in (ATLAS portal).
 - a. Create a user account.
 - b. Fill out your application form.
2. Pay your visa application fees.
 - a. Via Electronic Fund Transfer (EFT) or
 - b. Via mobile phone or
 - c. In cash at 1,800 Axis and Citibank branches.
3. Schedule two separate appointments online or by phone.
 - a. One for biometrics collection at an Offsite Facilitation Center (OFC) and
 - b. Another for a visa interview at the U.S. Embassy or Consulate.

New call center numbers

- (91-120) 660-2222
- (91-22) 6720-9400
- 1-310-616-5424 (calls from the United States)

Our call centers

are open **8:00 am to 8:00 pm** Monday through Friday
and **9:00 am to 6:00 pm** on Sunday.
There are no fees for calling the call center.

Online Chat

is available through our ATLAS portal
during call center hours.

Facebook

<https://www.facebook.com/India.usembassy>
We take visa-related questions from 11:00 am to 1:00 pm
every Friday during our "Visa Fridays" Facebook chat.

New Document Delivery

Pick up your travel documents at one of 33 document pick-up locations across India
after you receive an email and/or SMS letting you know that your visa is ready.

New Offsite Facilitation Centers

Chennai: No. 3, Cenotaph Road, Teynampet, Chennai - 600018
Delhi: S-1 American Plaza (Hotel Eros managed by Hilton),
International Trade Tower, Nehru Place, New Delhi - 110019

Hyderabad: 502, Gowra Grand, S.P. Road, Begumpet, Secunderabad - 500003
Kolkata: Jasmine Tower, 31, Shakespeare Sarani (1st Floor), Kolkata - 700017
Mumbai: Trade Center, Gr. Floor, G Block, Bandra Kurla Complex, Bandra East,
Mumbai - 400051

